

D448 PCM TRUNK CARRIER SYSTEM

DISPOSITION OF DEFECTIVE UNITS

1. GENERAL

1.01 This Section defines the ITT repair and return procedures as they relate to suspected defective material, whether in or out of the equipment warranty period.

1.02 This Section has been reissued to include information on MOS-equipped devices.

2. PROCEDURE

2.01 Any material returned to ITT for repair should contain the following:

- (a) Telephone Company name and complete address;
- (b) Name(s) and telephone number(s) of the Telephone Company employee(s) to contact in case of questions about the return;
- (c) Ship-to address for return of repaired material, if different from (a);
- (d) Billing address for repaired material, if different from (a);
- (e) Complete list and description of material returned, including any part number/material description;
- (f) Nature of defect or failure, if known;
- (g) Telephone Company purchase order number for repair; and
- (h) ITT Return Material Authorization (RMA) Number.

2.02 Material that is not economically repairable or is expendable should not normally be returned for repair.

2.03 Before returning material for repair, an RMA number should be obtained by contacting:

ITT TELECOMMUNICATIONS
2912 Wake Forest Road
Raleigh, North Carolina 27611
Attn: Customer Repair Service Department
(919) 828-4441

2.04 The RMA number shall be conspicuously displayed on the outside of the container in which the material is returned. ITT will provide, when contacted by a Telephone Company, any necessary special packing information for material to provide adequate in-transit protection from shipping damage.

2.05 Material returned for repair shall be sent to the address as given in Para. 2.03.

2.06 Material repaired by ITT will have the repair date code permanently affixed to the material. The repaired material will be returned with a tag or other papers describing the repairs which have been made. Identification tags affixed by the Telephone Company will not be removed by ITT.

2.07 Requests for emergency repair service or questions regarding repair and return procedure should be made to the address/telephone number given in Para. 2.03.

2.08 The procedure may be modified by the Telephone Company to best suit its particular operating procedures, as long as the basic requirements of Para. 2.01 are met.

3. SPECIAL HANDLING OF UNITS EQUIPPED WITH MOS DEVICES

WARNING: When removing a unit from the shelf or when installing a new unit, special procedures must be followed to prevent damage to the unit. These procedures are presented in the following paragraphs.

3.01 To remove a unit from the shelf, proceed as follows:

- (a) Place an antistatic bag, turned inside out, over your hand.
- (b) Neutralize your body charge by momentarily touching a bare metal part of the relay rack.
- (c) Grasp the front panel of the unit through the bag, withdraw the unit from the shelf, and fold the bag over the unit.

3.02 To install a unit in the shelf, proceed as follows:

- (a) Neutralize your body charge by momentarily touching a bare metal part of the relay rack.
- (b) With the unit still in the bag, grasp the front panel of the unit and peel the antistatic bag over the wrist, being careful not to touch the unit.
- (c) Again neutralize your body charge by touching the relay rack.
- (d) Insert the unit in the shelf with the antistatic bag still covering your wrist.

Note: When removing units or returning them for repair, enclose them in the antistatic bags originally used for shipment. If the bags are not available, replacement bags should be requested from ITT Telecommunications at the address/telephone number given in Para. 2.03.